



Level 3 NVQ Diploma in Business and Administration



Who is this course suitable for?

This qualification is suitable for individuals who work in an administration role across a wide range of industries and types of organisations. It is aimed at people who already have experience of office-based skills; perhaps in, or preparing for a line management role. Learners can choose from a bank of optional units which show their ability to negotiate, supervise, manage and contribute to the running of an office. It is aimed at those who wish to specialise in business and administration functions.

Course Content

The qualification is made up of units, which each have a credit value. You must achieve a minimum of **40** credits to gain the full qualification. There are **4** mandatory units; you must then select a minimum of **27** credits from the optional units, **14** from Optional Group B and a further **13** from Optional Group B or C. Further unit selection criteria is in place, your advisor will inform you of this when you select your units. All units must be completed in order to achieve the full qualification although single unit accreditation is available.

Mandatory Units (13 credits):

- Manage own performance in a business environment (Credit value: 3)
- Evaluate and improve own performance in a business environment (Credit value: 3)
- Work in a business environment (Credit value: 4)
- Communicate in a business environment (Credit value: 3)

Optional Units (Minimum of 27 credits):

Group B (Minimum of 14 credits)

- Use electronic message systems (Credit value: 1)
- Use a diary system (Credit value: 3)
- Take minutes (Credit value: 4)
- Handle Mail (Credit value: 3)
- Provide reception services (Credit value: 3)
- Produce documents in a business environment (Credit value: 4)
- Prepare text from notes (Credit value: 3)
- Prepare text from notes using touch typing (40wpm) (Credit value: 3)
- Prepare text from shorthand (60wpm) (Credit value: 8)
- Prepare text from recorded audio instruction (40wpm) (Credit value: 4)
- Organise and report data (Credit value: 3)
- Research information (Credit value: 4)
- Store and retrieve information (Credit value: 3)





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- Archive information (Credit value: 2)
- Use office equipment (Credit value: 4)
- Maintain and issue stationery stock items (Credit value: 3)
- Support the organisation of an event (Credit value: 2)
- Support the co-ordination of an event (Credit value: 3)
- Support the organisation of business travel or accommodation (Credit value: 3)
- Support the organisation of meetings (Credit value: 4)
- Respond to change in a business environment (Credit value: 3)
- Support the management and development of an information system (Credit value: 7)
- Meet and welcome visitors (Credit value: 3)
- Administer human resources records (Credit value: 3)
- Administer the recruitment and selection process (Credit value: 4)
- Administer parking dispensations (Credit value: 4)
- Solve business problems (Credit value: 4)
- Work with other people in a business environment (Credit value: 4)
- Contribute to decision-making in a business environment (Credit value: 3)
- Negotiate in a business environment (Credit value: 5)
- Supervise a team in a business environment (Credit value: 6)
- Develop a presentation (Credit value: 3)
- Deliver a presentation (Credit value: 3)
- Design and produce documents in a business environment (Credit value: 4)
- Prepare text from note using touch typing (60wpm) (Credit value: 4)
- Prepare text from shorthand (80wpm) (Credit value: 8)
- Prepare text from recorded audio instruction (60wpm) (Credit value: 4)
- Support the design and development of an information system (Credit value: 7)
- Monitor information systems (Credit value: 7)
- Analyse and report data (Credit value: 6)
- Order products and services (Credit value: 5)
- Plan and organise an event (Credit value: 4)
- Co-ordinate an event (Credit value: 4)
- Plan and organise meetings (Credit value: 5)
- Organise business travel or accommodation (Credit value: 5)
- Evaluate the organisation of business travel or accommodation (Credit value: 2)
- Supervise an office facility (Credit value: 5)
- Contribute to innovation in a business environment (Credit value: 4)
- Contribute to running a project (Credit value: 5)
- Deliver, monitor and evaluate





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- customer service to internal customers (Credit value: 3)
- Deliver, monitor and evaluate customer service to external customers (Credit value: 3)
- Agree a budget (Credit value: 4)
- Use customer service as a competitive tool (Credit value: 8)
- Monitor and solve customer service problems (Credit value: 6)
- Administer legal files (Credit value: 7)
- Build case files (Credit value: 4)
- Manage case files (Credit value: 5)
- Provide administrative support in schools (Credit value: 8)
- Administer parking and traffic challenges, representations and civil

- parking appeals (Credit value: 9)
- Administer statutory parking and traffic appeals (Credit value: 9)
- Administer parking and traffic debt recovery (Credit value: 9)
- Design and develop an information system (Credit value: 7)
- Manage and evaluate an information system (Credit value: 6)
- Contribute to innovation in a business environment (Credit value: 6)
- Plan change for a team (Credit value: 6)
- Manage budgets (Credit value: 5)

Group C

- Use occupational and safety guidelines when using keyboards (Credit value: 2)
- Bespoke software (Credit value: 3)
- Data management software (Credit value: 3)
- Database software (Credit value: 4)
- Improving productivity using

- IT (Credit value: 4)
- IT security for users (Credit value: 2)
- Presentation software (Credit value: 4)
- Set up an IT system (Credit value: 4)
- Spreadsheet software (Credit value: 4)
- Using collaborative technologies (Credit value: 4)
- Website software (Credit value: 4)
- Word processing software (Credit value: 4)
- Bespoke software (Credit value: 4)
- Data management software (Credit value: 4)
- Database software (Credit value: 6)
- Improving productivity using IT (Credit value: 5)
- IT security for users (Credit value: 3)
- Presentation software (Credit value: 6)
- Set up an IT system (Credit value: 5)
- Spreadsheet software (Credit value: 6)
- Using collaborative technologies (Credit value: 6)





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- Website software (Credit value: 5)
- Word processing software (Credit value: 6)
- Manage physical resources (Credit value: 3)
- Manage the environmental impact of work activities (Credit value: 5)
- Provide leadership and direction for own area of responsibility (Credit value: 5)
- Support learning and development within own area of responsibility (Credit value: 5)
- Develop working relationships with colleagues and stakeholders (Credit value: 4)

Why do this course?

On completion of this course you will receive a nationally recognised qualification, accredited by City and Guilds, which proves you have attained a level of job competence.

Delivery Option 1- Distance Learning

You will be allocated an assessor who will provide you with guidance via phone and email to build a portfolio of evidence in line with the qualification standard. You will also be given access to our online qualification portal which provides access to resources and assignments.

The evidence you will need to produce will include completing assignments, writing personal statements and undertaking professional discussions with your assessor. You may also need to get a witness testimony from a senior colleague at your school to confirm your performance of certain tasks in line with the qualification standard.

Delivery Option 2 - Enhanced Distance Learning/Work Based Learning

This option is available to individuals who work within the Yorkshire region. We may also be able to deliver in this way to those who work in other areas for a minimum cohort of 10 candidates.

The qualification will be delivered through a combination of distance learning and work based learning. You will be allocated an assessor who will provide you with guidance via phone and email to build a portfolio of evidence in line with the qualification standard. In addition you will also receive 3 face to face support visits on the schools premises. You will also be given access to our online qualification portal which provides access to resources and assignments.

The evidence you will need to produce will include completing assignments, writing personal statements and undertaking professional discussions with your assessor. You may also need to get a witness testimony from a senior colleague at your school to confirm your performance of certain tasks in line with the qualification standard.

Course Duration

An average time of completion is around 10 months for this course, however you can complete sooner if you wish. We will discuss this with you at





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enrolment. You can start this course at any time.

Entry Requirements

To undertake this course you must be working in an administration role. You will need to have access to a computer, the internet and be able to use Microsoft Word and email.

Cost

The cost for this qualification is £765 for the Distance Learning route and £985 for the Enhanced Distance Learning route. You can pay in 3 instalments. The price is fully inclusive of all costs including registration and certification from City and Guilds and tutor support.

To Apply

For further information, advice or to apply for this course please contact a member of our team on **01904 612 231**.

STAR (Training and Consultancy) Ltd actively promotes and supports equality of opportunity for all. If you have any special requirements regarding course delivery please do not hesitate to contact us.



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